

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Rohnert Park, CA #399	\$21,482	\$35,228	64.0%
Rochester Hills, MI #085	\$13,184	\$20,039	52.0%
La Mesa, CA #405	\$18,439	\$27,625	49.8%
El Centro, CA #370	\$19,846	\$29,470	48.5%
El Paso, TX #850	\$16,381	\$23,902	45.9%
Sharonville, OH #738	\$13,939	\$20,244	45.2%
Brookfield, WI #841	\$19,881	\$28,859	45.2%
Norwalk, CA #423	\$30,922	\$44,232	43.0%
El Monte, CA #428	\$14,002	\$19,929	42.3%
N. McAllen, TX #863	\$25,203	\$35,247	39.9%

District Sales Growth

District	Region	WTD%
Frank Cassar	Western	18.5%
Chad Estrada	Northeast	17.7%
Patricia Cedillo	Western	15.9%
William Pressel	Southeast	14.8%
Louis Deignan	Western	14.3%
Cindy Light	Western	12.1%
Arshad Khan	Western	10.8%
Tim Kerum	Western	10.0%
Michele Beavan	Southeast	9.8%
Adam Shafran	Western	9.3%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Rohnert Park, CA #399	8.1%	33.3%	25.2%
Leominster, MA #753	13.8%	31.3%	17.5%
New Hartford, NY #646	18.6%	35.7%	17.1%
Syracuse, NY #526	15.2%	30.0%	14.8%
Pinole, CA #768	17.4%	31.1%	13.7%
Mentor, OH #743	23.4%	36.8%	13.4%
Middletown, NJ #480	21.2%	34.5%	13.3%
N. Miami, FL #435	16.6%	29.9%	13.3%
Asheville, NC #638	21.5%	34.2%	12.8%
Parma, OH #101	9.7%	22.3%	12.6%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
San Bruno, CA #444	\$19,314	\$35,002	81.2%
N. Olmsted, OH #559	\$15,029	\$25,677	70.8%
Brownsville, TX #853	\$26,187	\$38,479	46.9%
Cool Springs, TN #365	\$25,049	\$36,160	44.4%
Syracuse, NY #526	\$13,120	\$18,584	41.6%
Skokie, IL #456	\$36,811	\$48,018	30.4%
Grand Rapids, MI #828	\$23,344	\$30,100	28.9%
Killeen, TX #732	\$25,578	\$31,815	24.4%
McAllen, TX #588	\$35,048	\$43,313	23.6%
Paducah, KY #113	\$15,903	\$19,633	23.5%

Support Center FUNdamentals Training

~ Class of December, 2019 ~



Another successful FUNdamentals class is in the books!

Welcome everyone to the Chuck E. Family!

~ Robert Thomas - Accounting, Stacey Tome - Accounting, Chaney Story - Construction, Swapnita Shirsekar - Strategy ~



The Support Center will be closed on Tuesday, December 24th and Wednesday, December 25th in observance of the Christmas holiday. We will resume normal business hours on Thursday, December 26th.

Week 50
December 20, 2019

MILESTONES-

- Reach and Achieve -

Aleesha Hunt ~ 333

Justin Summers ~ 454

Kayla Bush ~ 545

Louis Acuna ~ 580

Jordan Him ~ 652

Taylor Turner ~ 705

Leonard Hagmaier ~ 498
Sr. Asst. Manager

Larry Cook ~ 672
Tech Manager

Gabe Zader ~ 746
Tech Manager

Juan Alaniz Jr.
Call Center Specialist
15 Years

Kathy Carbon Gumbs
Opening Coordinator #513
20 Years

Eusebia Gonzalez
Core Cast Member #121
20 Years

Daniel De Los Santos
District Manager, NE
20 Years

Kimberly Earl
Cash Accounting Sr. Specialist
20 Years

Luis Luna
General Manager #329
25 Years

Michael Seymour
Regional Tech Mgr, NE
35 Years



Bradley Dearing

Team Lonetree, CO #115
John Chudzinski, DM

~ Our server Bea was the best, catering to our kids party like her own. We would recommend her to anyone. Thanks Bea! ~



Xander Steele

Team Bowling Green, KY #567
Michele Beavan, DM

~ Xander was awesome! I love that everything was so easy! ~



DEAR CHUCK E...

- You're the BEST! -

We were visiting family from out of town and decided to take our son here. Even though it was a weeknight and no kids there, the employees were fantastic. One woman made a point to tell our son when Chuck E. was coming. When we left, the guy at the prize table was really interacting with our son, getting him all excited about getting prizes. I am just so impressed that even though they could have looked bored, everyone in there looked engaged.



Clarksville, TN #386
GM Christopher Lockwood
AD Jim Hamblen
RVP Bill Eich
Southeast Region

Julien and Evan at the Arlington Heights location did an amazing job. I was playing a game with kid when my wedding ring slipped off my hand and into a ski ball machine. Julien didn't hesitate to figure out a way to get behind the machine and find my ring. He and Evan unscrewed the top of the game and Julien slid down behind the game to search for my ring. Julien came out 15 minutes later full of dust, but successful! Evan helped light Julien's way with a flashlight, and helped him out of the machine once he had completed his mission. Julien saved the day with his quick thinking and determination, while Evan helped throughout the search and rescue process. Chuck E. Cheese is lucky to have 2 dedicated and resourceful employees like Julien and Evan. I will forever be grateful to the two of them for finding my ring.



Arlington Hts, IL #688
Cast Members Julien and Evan
GM Victoria Aversano
AD Troy Watring
RVP Chris Kelly
Northeast Region

We really enjoy the guest service and cleanliness of the restaurant. The Manager Rian makes a tremendous impact on the atmosphere and happiness of the employees. The place was clean and presentable, and even the bathrooms smelled and looked good which is not an easy thing in a place full of children. I had the pleasure of interacting with three employees and it was a great experience. All three of them were happy and smiling while being professional, which is also a hard thing to accomplish sometimes. To me this is a direct reflection of a great Manager that has set the expectations and allowed his employees to make it work in their own way. We have been to a few different Chuck E. Cheese's from CA and OR and this one is by far hands down the overall best. The three employees that we had an encounter with deserve a special thank you. Thank you to Megan, Kamahria, and Skylove. You each made our visit memorable with your engaging personalities. We look forward to our next trip!



Olympia, WA #300
Cast Members Megan,
Kamahria, and Skylove
GM Rian Coffey
DM Tony Reynolds
RVP Jim Brawley
Western Region

Diamond Pin Earner

We are excited to announce yet another Diamond Pin Earner, this one coming from Susan Jensen's district - Sadiya Ahmed! Sadiya is amazing at everything she does from start to finish, and you will always find her with a smile on her face. She is always keeping the guests happy, and the birthday star is always her main focus to ensure they have the best birthday party ever. Thank you Sadiya for all you do, you have definitely deserved your Diamond Pin!



Northeast Region
Fairfax, VA #084
RVP Chris Kelly
AD Susan Jensen

~ Sadiya was excellent, she was very professional and kind. She made sure the party went smoothly. My son felt comfortable quickly with her as she was very kid-friendly and very kind to our guests. They were impressed with how well the party went, thanks to her. She offered various options for us to choose from in the event we needed to add any items to our scheduled party without overbearing. She was very attentive and truly was an amazing hostess with exceptional guest service skills. Thank you for having her be our hostess. We will definitely recommend Chuck E. Cheese to other families and Sadiya. ~

~ We loved our experience there. Sadiya was our hostess and she did a beautiful job. She took care of everything and just wanted me to have a good time at the party. She was accommodating and provided excellent guest service. I was having my twin's birthday party there and I can be a demanding guest. She handled it beautifully and was very professional. Sadiya is gracious and always has a smile on her face. She kept us on schedule to ensure we had the birthday stars and majority of the party attendees there to see the mascot, the ginging, and the pictures. It was nice. She also kept us on schedule with the ticket blaster. She was really sweet. If we were to have another party there, I would want her to be our hostess.



THE MORE YOU KNOW...

Facilities

After Hours & Holiday Facility Emergencies Process and Contacts

The facilities department is here to help you when emergencies happen 24/7 - even during the holidays! If you happen to have a facility issue that is an emergency, please follow the following steps to ensure you get the fastest attention to your need:

1. Submit your work order **DIRECTLY** to the vendor to dispatch the call.
2. If you find you are needing additional help, contact your Regional Facility Manager on their cell phone.
3. If you are still trying to reach someone and need immediate assistance, please contact one of the other Facility Managers for additional help.

Cecilia Rivera	Northeast	214-205-1696
Celeste Stevenson	Western	972-979-5090
Gina Eldredge	Southeast	214-274-1055

Audit

TIP OF THE WEEK

Play Pass:

Remember to empty Play Pass Recycle Bins daily (at minimum) and all cards are cleared/deactivated.

At all other times, Play Pass Recycle Bins should be locked.



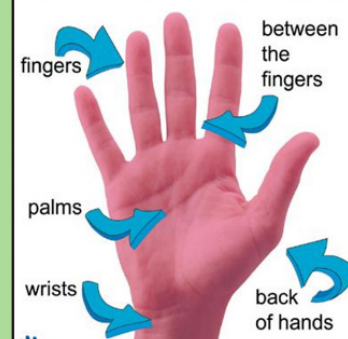
Risk Management

Hand Washing

Wash your hands frequently: Use soap and warm water. To ensure you wash thoroughly, it should take 20 seconds. This is about the same time it takes to sing the 'happy birthday' song twice.

WHERE TO WASH

Wash all surfaces thoroughly



Learning & Development

Pagers Tips

With so many stores on pagers now, we would like to put out a couple of helpful tips to everyone to help the bottom line of your P&L:

Dead batteries - If you have dead batteries, reach out to LRS Support to send your dead batteries back for repair. ALL pagers come with a 2 year warranty! Note: This warranty **ALSO** applies to the transmitter and charging stations if they are not working properly.

Lost Pagers - With Q1 approaching, all restaurants should have 40 pagers in order to properly run the pager program and help our guests successfully. Inventory pagers at least once a week and order them **ONE PER MONTH** to ensure you have at least 40 pagers at all times.

If you have any questions/concerns, please email learning@cecentertainment.com



Purchasing

Pre-Packaged Hard Boiled Eggs

The CDC recently released a Listeria outbreak warning on **select** pre-packaged hard boiled eggs.

The whole peeled eggs supplied by PFG to our restaurants **ARE NOT** part of this warning.

If guests ask, feel free to assure them that the hard boiled eggs on our salad bar are **SAFE** to use and consume.

As always, the safety of our guests is of utmost concern and we monitor all of our products on an ongoing basis.

If you have any questions, please contact purchasing@cecentertainment.com



THE MORE YOU KNOW...

Stocking Stuffer Sales Contest



Our Holiday Sales Contest is currently underway, check out our leaders board so far!

Note: Not all districts are listed below; 3 districts will randomly be chosen each week to feature in the Focus for their current rankings.

Northeast

Yuri Pena

1. Gabriella Garcia #480
2. Brittany Pelaez #480

Troy Watring

1. Ivette Flores #342
2. Sarah Salinas #053

Ali Elali

1. Kendal Schimpf #754
2. Hannah Paton #754

Southeast

Seneca Gray-Robinson

1. Delani McCreight #778
2. Kira Quimby #436

Brian Pitre

1. Tamijah Foxworth #562
2. Shandra Jolivette #715

Jim Hamblen

1. Jayde Newton #113
2. Daisy Montelongo #701

Western

Steve Charlebois

1. Lisa Lucas #761
2. Martin Rosales #041

Frank Cassar

1. Aya Sharif #872
2. Linda Melligan #834

Tony Reynolds

1. Hayley Humphres #300
2. Keyonia Rainey #306

NE Regional Rankings:

1. New Hartford, NY #646
2. Johnstown, PA #534
3. Mansfield, OH #746

SE Regional Rankings:

1. Kokomo, IN #341
2. Muncie, IN #941
3. Naples, FL #778

West Regional Rankings:

1. Regina, SK #872
2. Columbia, MO #748
3. Whitby, ON #833

Company Wide Rankings:

1. New Hartford, NY #646
2. Johnstown, PA #534
3. Mansfield, OH #746

TEAM² Workshops

Congratulations to our newest TEAM²'s!



Bill Pressel District
TEAM² Validations



Troy Watring District
TEAM² Validations

This new crew is ready to Teach the Standards and make sure Every Guest Leaves Happy!



CAREER GROWTH OPPORTUNITIES

General Manager

Gilroy, CA	373
Roseville, CA	633
Escondido, CA	788
Lakeland, FL	426
Boca Raton, FL	682
Athens, GA	612
Boise, ID	959
Baton Rouge, LA	767
W. Las Vegas, NV	308
Reno, NV	316
Niles, OH	745
Oklahoma City S, OK	888
Greenville, SC	968
Layton, UT	114

Tech Manager

Mobile, AL	560	Danvers, MA	478
N. Fresno, CA	364	Ann Arbor, MI	334
San Jose, CA	404	Brick, NJ	500
San Bruno, CA	444	Mayfield Heights, OH	547
Cupertino, CA	786	White Settlement, TX	090
Escondido, CA	788	Victoria, TX	581
Kendall, FL	438		

District Level

District Technical Manager
Kennesaw, GA #117



Peter Piper Pizza

Golf Course, NM #1247
Chandler, AZ #1216
Gilbert, AZ #1283
Casa Grande, AZ #1285
N. Lauderdale, FL #1270
Foothills, AZ #1288

General Manager
Tech Manager
Tech Manager
Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

